

02-04-08

Attorney Docket No.: 27996-133
(formerly 103180-45024)

2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AMENDMENT/RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Transmitted herewith for filing in the present application are the following documents:

1. Amendment and Response to the Office Action dated November 1, 2007; (13 pages); and
2. Return Postcard.

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (212) 935-3000.

The Commissioner is authorized to charge any fees that may be due to the undersigned's account, Deposit Account No. **50-0311**, Ref. No. **27996-133** (formerly **103180-45024**). Please address all correspondence to customer number **35437**. A duplicate copy of this transmittal letter is enclosed herewith.

Dated: February 1, 2008

Respectfully submitted,



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AMENDMENT AND RESPONSE UNDER 37 C.F.R. 1.111

Sir:

In response to the Office Action, dated November 1, 2007, Applicant respectfully requests the Examiner to reconsider and withdraw the current rejections in light of the following remarks.

Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.

Conclusion begins on page 13 of this paper.